

Module 1

Contents:

- Identify yourself, indicate the reason for the call and ask for someone
- Transfer a call, take and leave a message
- Spell out names and read dates
- Give one's email address and phone number
- End a call
- Use telephone vocabulary
- Make and reply to enquiries
- Place an order
- Make reservations and arrangements
- Make and tackle complaints
- Record and leave voicemail greetings and messages
- Run and participate in audio and video conference calls
- Manage communication problems and unhelpful callers
- Understand confusing sounds

Answering the phone

- Thank you for calling Fresh Food. Jody speaking. How can I help you?
- Good morning. It is Rebecca Park here. What can I do for you today?

Offering help

- How can I help you?
- What can I do for you today?
- May I help you?
- Can I be of assistance?

Identifying yourself

- *Hey, George. It's Lisa. (informal)*
- It's is Mark Wheeler from IBM returning your call.
- This is Kent Miller (speaking).
- My name is Jane Miller.

Asking to speak with someone

- *Is Fred in/there? (informal)*
- *Can you put Jack on? (informal)*
- Could I speak to the sales manager?
- May I speak to Mr. Green, please?
- Would the doctor be in/available?
- Could I have extension 321?
- Could you put me through to Amy Jones?
- I'd like to speak to Mrs Smith.
- Could I speak to someone in marketing?
- I wonder if I could speak to Mr Anderson.
- Would Mr Shore be available to take my call?

Asking the reason of the call

- What's it in connection with?
- Can I ask the reason for your call?
- Could I ask the nature of the call?
- May I ask what the call is in reference to?

Explaining the reason for calling

- I'd like to speak to someone about...
- I'm phoning/calling to ...
- I'm calling in connection with...
- The reason I'm phoning is ...

- It's with regard to ...
- Wrong number**
- You must have dialled the wrong number. What number have you got?
 - I'm afraid there is nobody here with that name.
 - Sorry, they moved last May. Their new number is ...
 - I'm afraid you have come through to sales. I'll try to transfer you.
 - Sorry but this isn't her extension.
 - You must have the wrong area code.
 - Sorry to have bothered you.
- Asking who is on the telephone**
- Could I have your name, please?
 - May I ask who is calling?
 - Who should I say is calling?
 - Could I ask who I am speaking to?
- Connecting the caller**
- Just a sec. I'll get him. (informal)
 - Just bear with me a moment, please. (informal)
 - Hang on one second and I'll put you through. (informal)
 - Please, hold and I'll put you through to his office.
 - Could you hold on a moment? I'll connect you in a minute
 - Sorry to have kept you waiting. I'll transfer you now.
- Greeting the caller**
- Sorry, I didn't recognize your voice. How nice to hear from you again!
- Checking the person has time to talk**
- Do you have five minutes to talk about your order?
 - Am I interrupting something?
 - Are you busy right now?
-

Saying you are not available

- Is this a good time to speak?
- Sorry but I am just about to go into a meeting. Can I call you back later?
- I'm afraid I can't take your call at the moment. Could you send me an email, please?

How to reply when someone is not available

- I'm afraid Mrs Stanford is not available at the moment.
- I'm afraid his line is busy/engaged (British English).
- Mr Jackson is out of the office/in a meeting/at lunch/not at her desk at the moment.
- She's out of the office this week.

Enquiring when the person wanted will be back

- What time will she be back?
- When do you expect her back in the office?
- When would be a good/convenient/suitable time to call again?

Saying when the person wanted will be back

- She should be back by 4.
- We're expecting him at around 11.
- She is due back tomorrow.

Making special requests

- Could you tell me where you're calling from?
- Hold on a moment while I get the information up on my screen.
- Could you spell your last name, please?
- Is that "V" as in Victor or "B" for Barcelona?

Taking a message for someone

- I'm afraid he's stepped out. Would you like to leave a message?
- He's not available right now. Can I take a message?
- Should I ask him to call you as soon as he can?
- I'll let him know you called but you can contact him on his mobile phone. The number is...

Leaving a message with someone

- I'll make sure she gets the message.
- Can you tell him his wife called, please?
- Could you ask him to call Brian when he gets in?

Confirming information

- *Okay, I've got it all down. (informal)*
- Let me repeat that just to make sure.
- Did you say 555 Charles St.?

Dealing with communication problems

- I'm sorry, but I couldn't hear you. Please speak up/more loudly.
- I didn't catch that. Could you speak more slowly?
- I'm sorry but this is a bad line. Would you mind repeating that?
- Could you spell that, please?
- Sorry but I don't understand what "quotation" mean.
- Are you saying that you are able to come to the meeting at 5 pm?
- So you mean you cannot come to the meeting at 5 pm. Is it correct?
- My battery is very low. Let me call you back in 10 minutes.
- The reception is terrible.
- The battery is running out.
- You're breaking up.
- I'm calling again because we got cut off before I could write Jane's email address.
- I'm on my mobile. I'll step out to see if I can get a better signal. Is it better now?

Dealing with unhelpful callers

- Could you give me your phone number, please? I want to make sure Mr Westinghouse can reach you.

Voicemail greetings

- You don't need to call again. I'll make sure Mr Anderson receives your message.
- You have reached Sophie Turner's extension. I'm afraid I'm not available to take your call at this time. Please leave a message after the tone and I'll call you as soon as I can. Thank you.
- Thank you for calling Dr. Mindin's office. Our hours are 9 am-5 pm, Monday through Friday. Please, call back during these hours, or leave a message after the beep. If this is an emergency, please call the local hospital at 333-7896.
- Good morning, Mr Godwin. This is Rod Hall from ABC Company. We met at the San Diego Comic Con fifteen days ago and you suggested I call you about the possibility of employment at your firm. This is just to let you know I'm interested. You can contact me on 15-5551-2300 until 6 pm. Look forward to speaking to you. Good-bye!

Leaving a message on an answering machine

- *Hey Mikako. It's Yuka. Call me! (informal)*
- Hello, this is Ricardo calling on behalf of Luke. Could you please return my call as soon as possible? My number is...

Making and confirming arrangements

- I'll email/fax the details.
- Can I get back to you to confirm the details?
- I'll put everything we've discussed in writing and copy it to the relevant people.
- Can we go through the order in detail?
- Can I double-check some of the order details?
- I'm calling to confirm the arrangements we agreed.

Bookings

- I'd like to book (British English)/reserve (American English) a table for five people.
- We'd like a table by the window.
- We would like to be seated inside.
- I'm afraid I have to change my booking.
- Can the taxi pick me up at 7 pm?
- I'm afraid we're fully booked
- May I ask when it is for?
- Under what name would you like the reservation?
- We'd like a table by the window.

Travel arrangements

- I'm calling to reserve a double room for two nights, please. Have you got any rooms available?
- Is there a shuttle service to/from the airport?
- I've booked a room for tomorrow but I won't be arriving until Friday.
- I'm ringing to book a seat on flight AB123 from Barcelona to Berlin on May 3rd.
- How long will the stopover in Munich be?
- Can I ask you if there is a direct flight to London?
- Is there a connecting flight from Detroit to Miami?
- I'm afraid there are no seats left on that flight.
- Would you like a window or an aisle seat?
- Would you like a business class or economy class seat?
- Sorry but we're fully booked.
- How many nights is that for?
- How long will you be staying?

Making appointments

- How about meeting on Friday at 10 am?
- I'll just check my diary.
- When would be convenient/suitable for you?
- Could you manage one morning next week?
- What about Monday?

- Sorry, I have an appointment then. Can we arrange another time?
- I'll just make a note of that: at 8 next Wednesday.

Changing appointments

- Would it be possible to postpone the meeting?
- Something urgent has come up and I'm not going to be able to make it on the day we have fixed.
- Can we arrange another appointment?
- Would it be possible to bring forward our meeting? How about the 7th rather than the 10th?
- I'm sorry, I can't make that day after all.
- I'm calling to ask you if we could meet earlier/later.
- Could we put off our meeting until Thursday?
- I wonder if we could reschedule our appointment.
- I'm calling to call off our meeting. There's been a change of plan and I'm afraid I won't be travelling to New York this month.
- I've been double-booked so I'll have the change the time of our meeting.

Making and replying to enquiries

- I would like to get some information about...
- Could you tell me...?
- Could I ask...?
- I am interested in...
- Could you quote me a price for that product?
- Could you send me a quote by email?
- What payment methods do you accept?
- What are your delivery times?
- Does the discount go up according to the size of the order?
- I have your March price list. Is it still valid?

- Is VAT included?
- I'd be happy to give you this information. May I have your customer number first?
- Do you have a particular model in mind?
- We can offer you a 7% discount for bulk purchases, that is, a purchase of a large quantity of goods.
- Would you like me to send you our price list?
- Our price includes insurance and delivery by courier.
- Can I call you back with the details in a few minutes?
- Unfortunately, I can't confirm the status of your order now because our system is down.
- Sorry but I can't take your order now because that product is out of stock.

Ordering

- I'd like to place an order for a flower bouquet to be delivered to my address on Monday.
- When will you get more stock in?
- When can we expect delivery?
- I'm calling to make some changes to an order we placed on the 10th. We'd like to change item three.
- We placed order number 123 yesterday but I'm afraid we need to cancel it.
- Let me check if that product is in stock.
- Your order will be processed this week.
- We have a backlog so the order won't be dispatched for at least ten days.
- Can I double check the order, please?
- I'll send you an email confirming the order by the end of the day.
- Please remember that we can give you a full refund only if the order is cancelled within five working days.
- Would you like to cancel the entire order?

Making a complaint

- I'd like to make a complaint. The standard of service you offered us was unacceptable.
- I'm phoning because there seems to be a problem with a delivery.
- I'm ringing concerning the products you sent us. They are defective.
- It broke as soon as I used it.
- I haven't received the shipment yet and I have been waiting for two months.
- The package was already damaged when it was delivered to us.
- It seems you sent us the old software version. The word "seem" makes the complaint sound less aggressive.
- I think we're entitled to a refund. In other words, you want your money back.
- I do want to get all six chairs I've paid for.
- I'll have to ask you to send me a replacement under the warranty.
- We're demanding compensation for the damage to our relations with our customers.

Handling complaints

- I'm deeply sorry about that.
- I'd like to apologize for the inconvenience. It's more formal than the previous example.
- Please accept my sincere apologies.
- I understand who frustrating this is.
- If I were in your position, I'd feel the same way.
- So what you are saying is...?
- What you mean is...?
- Let me know if I got the story straight
- Let me see what I can about it.
- This is what I'm going to do. And then you explain the course of action you'll take.
- I'll make sure this is sorted out immediately.

- Thank you for bringing this to our attention. I'll ensure this doesn't happen again.

Reading out emails

- My email is joe_miller-1@gmail.com, that is, joe underscore miller dash one at gmail dot com

Reading out phone numbers

- It's 54 11 4771-0003, that is, 54 is the country code, 11 is the City of Buenos Aires code and our office number is four, double seven, one, triple zero, three. And my extension is one six nine.

Reading out dates

- The meeting will be on Monday (the) 3rd 2021 (two thousand twenty-one or twenty twenty-one).

Running a conference call

- Are you there, Harry?
- Are you with us, Jenny?
- Are we all on?
- If everyone is all set, let's get started.
- Thank you for joining us today, Ted.
- One favour I'd ask from you is to mute your microphone when you're not speaking.
- I think you're muted, Vicky.
- Could you speak one at a time?
- Could you say your name each time you speak?
- Today we have two Pams. Could you add last names before speaking, Pam Swift and Pam Cooker?
- I'd like to hand over to Kent, who is going to introduce the next point.
- Next, Jen is going to take us through interactive marketing.
- Jill, you've frozen.
- I think we have lost Harold.

- There's a delay in the connection so to avoid speaking over others, please wait for a few seconds before speaking up.
- I'll share my screen. Can everyone see it?
- Please turn to page 6.
- Thank you for making the time to speak with me today

Participating in a conference call

- Could I just come in here, Bree?
- Sorry to interrupt, Chris, but could I point out...?
- Could you repeat the last part, please?
- Sorry I dropped off but now I'm back.
- Could you say that again? The audio is cutting in and out.
- You sound choppy.
- Can you use a headset? You sound like you're far away.
- Could you give me presenter access to share my screen with you?
- What page are we on now?

Sounding polite

- I wonder if I could ask you a few questions.
- Could you tell me what the reason for your visit was?
- Do you think you could inform Ian that I called?

Finishing a conversation

- Sorry, I've forgotten your name - who have I been speaking to?
- Is there anything else I can do for you today?
- Thank you for calling. It's been nice talking to you.
- Thank you so much for your time. It was very useful speaking to you.
- Well, I think that's all. Have a nice evening.
- Please give me call if you need anything else.

- I look forward to receiving your order. Thanks for your interest in our products.

Telephone language

- If you are on the phone, you are speaking to someone over the phone. "Sorry but Sam is on the phone now. Can I take a message?"
- To call back is to return a call. "Can I call you back in an hour?"
- To dial a number is to press the button on the phone to make a phone call. For example: "It seems I have dialled the wrong number. Sorry!"
- To get through is to succeed in speaking to somebody on the phone. "After calling Kate for hours, finally I could get through". You can also say: "Finally I could get through to Mary".
- To phone in or to call in is to call the place where you work, especially to report something. "I'll phone in before 6 to let you know how everything is going".
- To pick up the phone is to answer a phone call. "I've been calling the company since 9 but nobody is picking up".
- To reach someone is to manage to speak to a person on the phone. "Jerry isn't in the office. You can reach him on his cell phone".
- If you are on hold or if someone puts you on hold, your call is suspended, typically to connect you to someone else. For example: "I was on hold for 10 minutes. That's unacceptable!"
- If someone is breaking up, you can't hear the person you are speaking to any more. "Jerry, I can't hear you. You're breaking up!"
- If you get cut off, the line is suddenly disconnected. To illustrate, "I got cut off before I could explain the problem to you".

- To get off the phone means to end the conversation. As an illustration, "I've just got off the phone with Jean Tyson".
- To hang up means to finish a phone call.
- If someone finishes the call abruptly and rudely, you need to add the word "on" after the phrasal verb: "Joe hung up on me".
- When your cell phone runs out of battery, you can't use it any more. For example: "Give me a sec to plug in the charger before my phone runs out of battery".
- You can only say that the battery on your phone is getting low or is running out of juice.